FAQs For Seattle Parks and Recreation (SPR) Customer Account Creation and Registration

Q: I had a customer account previously, why do I not have one now?

A: Most of our customers will need to create a new account. Some customers will migrate, those who have a current paid pass as of 11/26/18 (such as FAST pass, Recreation or Fitness Pool Pass, Insurance, Amy Yee Tennis Center Annual Pass) or had additional documentation valid as of 11/26/18 (Birth Certificate validation in past five years or float test validation in last three years). Those who are migrate can expect to have an existing account in the new system and will want to update their account as necessary.

Q: I had a pass for x, y,z ?

A: If your paid pass was not current as of the migration date (11/26/18) or it is an unpaid pass that was not migrated, you will need to create a new customer account.

Q: How many accounts should each family have?

A: We recommend that each family establish a primary account with login credentials. Create the account in the name of a head of household and then add all family member you would like associated with the family account underneath the head of household after it has been established.

Q: How do I create my Customer Account?

A: This is how you create an online registration account:
1) Click on the Create an Account link.
2) Fill out all required fields,(birth date, gender, email address, etc.) and click submit. Please submit your request only once.
Please Note: If you are registering a child for an activity, please use your own information when filling out the online registration account request form, NOT the information of the child you wish to register for an activity. Once you have an online registration account, you will have the opportunity to add family members.
3) You will automatically receive an email after submitting your request for an account.

Q: Why am I providing demographic information and what is it used for?

A: SPR has taken the time to build in demographic questions into the system to learn how we can better serve the public. SPR will collect information regarding the gender, age, languages spoken at home and race/ethnicity of our community members. This will tell the story of who we are currently serving and who we are not. You may log into your account and complete or update information as needed.

Q: How do I add family members to my account?

A: You may add family members in the three following locations:
1) You may add a family member while submitting your head of household account information, by clicking on the Submit and Add Family Member link.
2) You may add a family member under My Account, this is done by clicking the link Change Information About Family Members.
3) You may also add family member during the enrollment process. This is done by clicking on the link Add Family Member which is located beside the Participant box.

Q: What should I do if I forget my password?

A: From the Sign In page, click the Forgot your Password? link. You will be requested to provide the email address you used to create your account. After entering your email address, click Submit to continue. An email will be sent to you containing a temporary password. Upon signing in with the temporary password, you will be prompted to change this password. If after completing this procedure you are still experiencing difficulties, please contact our office during regular business hours and a member of our staff will assist you. Please DO NOT create another Customer Account.

Q: Can I view Activities without registering?

A: Absolutely! Click on the activities tab at the top of the screen to view all of the activity categories. If there is a box to the right of the activity that says Add to Cart, you are able to register for that activity.

Q: How do I register for an Activity?

A: Once your account has been established, registration for Activities is easy:

1) Click the View Activities button on the registration home page.

2) Select the Activity that you would like to enroll into. Clicking the underlined name will show you a detailed Activity description.

3) Click the Add to My Cart button if you wish to register for the Activity.

4) Next, sign in to your online registration account by entering your Email and Password. Proceed to checkout by clicking the Continue button. From this screen you may remove Activities from your cart or view more Activities and add them to your cart.

Please Note: If more than one family member will be attending the Activity, click on the button labeled, Add Another One (located under the Shopping Cart screen).

5) Confirm your Activity name, date and time, enrollee and price.

6) Click Continue to proceed with payment. You will be prompted that you are entering a secure site. Enter your credit card information on the Payment Information Page and agree to any required waiver(s) and confirm the payer meets the age requirement of "13 Years or Older". Click Continue. This system accepts Visa, MasterCard, Discover, American Express and Diner's Club.

Please Note: The name and address must match those that are on file with your credit company. If the address shown is not your credit card billing address, click on the My Account button and change your residential address to match your credit card billing address.

7) Once your payment has been approved, your receipt will display. Please print a copy of your receipt for your records.

Q: What happens if I have an outstanding balance or credit on my account?

A: Outstanding balances can be paid in full prior to registering for an activity. If you have a credit on your account, you may choose to apply that credit to your current transaction. If the credit on your account is large enough to cover your current transactions, you will not be required to make a payment.

Q: What will happen if I try to register for an Activity that is full?

A: Your name will be placed on a waiting list. You will be contacted in the event that a space opens for that Activity or additional Activities are added. If we are unable to contact you, your space will be given to the next customer on the waiting list. If you do not want to be placed on the waiting list, click the Remove button that appears on the Shopping Cart screen.

Please Note: Placement on a waiting list does not guarantee a spot in the Activity.

Q: Can I view my transaction history and print out my past receipts?

A: You can view your transaction history and print your receipts once your Customer Account with login credentials has been established. To access this information, please click on the My Account link (located at the top right-hand corner of your screen). To view prior transactions, you may click on the Get a List of Prior Transactions link. To view past receipts, you may click on the Get a List of Prior Payments link (click on the receipt number to view and print each individual receipt).

Q: Is my credit card number and personal information safe?

A: Yes. Your information is encrypted using a Secure Socket Layer (SSL) encryption technology. If the website is secure, the web address will begin with https://. It is the same type of security that all the major online e-commerce websites use. All credit card transactions are encrypted and secure.